

# Cloud5 Managed Services



## Device Management & Support

Hiring, managing, and supporting an onsite IT team at each property has become cost prohibitive for many hotel businesses. Cloud5's Device Management and Support services deliver remote support for workstations, servers, and devices, so hotels can have a strong IT presence at each property that will ensure devices are in good working order, updated, secure and fully supported 24/7...without the expense and overhead of onsite personnel.

### Why Cloud5 for Managed Services?

- 20+ years of hospitality technology expertise
- Only technology solutions provider with the ability to manage the full stack hotel IT and communications: WiFi, Voice, Contact Center, and Managed Services
- In-house engineering expertise and Network Operations Center (NOC)
- 24/7/365 support
- ServiceNow ticketing instance or seamless integrations

# Maintaining the functionality and integrity of property devices



## ONBOARDING

Every instance of the Cloud5 MSP begins with a customized onboarding. Cloud5 will assign a specialized onboarding team to coordinate all the required activities and ensure a smooth transition to our service desk. A dedicated project manager will coordinate all the device onboarding efforts and assign additional subject matter experts as needed based on the client's scope of services. Services include (but are not limited to):

- Project plan development and ongoing management
- An onboarding Microsoft Teams site for collaborative document sharing and file uploading
- RMM tool set up, configuration, deployment and testing
- Antivirus set up, configuration, deployment and testing
- Patching protocol development and scheduling
- Patch report generation to establish a baseline
- Knowledge base development
- Installation of all required software, based on the client's scope of services
- Standard daily and monthly report review and verification
- Pre-go live training for both clients and service desk associates

## DEVICE MANAGEMENT ACTIVITIES

Cloud5 helps properties maintain existing assets, provide remote support and bolster security across all devices through:

### Remote Monitoring and Management Support Services (RMM)

- **System Health Management:** Actively monitoring the health of a client's devices.
- **Asset Management:** Tracking and managing client's devices.
- **Remote Support:** Supporting end users using a secure remote connection directly into their devices.

### Patch Management

- **Automated Patch Management:** Applying security patches and software updates to client devices using Cloud5's automated patch management software.
- **Advanced Patch Management:** Manually applying patches and software updates to troubled devices based upon a client's request. *Additional hourly fees will apply.*

### Antivirus

- **Software Management:** Actively monitoring each device to confirm that the antivirus scans are being automatically scheduled.
- **Incident Management:** Providing support to users who are reporting issues with the anti-virus software.
- **Performance Support:** Monitoring antivirus usage and reporting on any potential problems.
- **Proactive Support:** Educating users about the importance of antivirus software and how to use it effectively.